

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

February 5, 2007

**Aldermen Gatsas, Shea,
Garrity, Pinard, Duval**

5:45 PM

**Aldermanic Chambers
City Hall (3rd Floor)**

1. Chairman Gatsas calls the meeting to order.
2. The Clerk calls the roll.
3. **A motion is in order to enter non-public session under the provisions of RSA 91-A:3 II (e) to consider pending claims against the City.**

(A roll call vote is required on the motion.)

4. **A motion is in order to re-enter public session.**
5. Chairman Gatsas calls the meeting back to order and advises that discussion in non-public session was related only to the purpose intended and requests any motions so related.
6. Communication from Virginia Lamberton, Human Resources Director, recommending that the proposed class specification for License Enforcement Inspector be approved at a salary grade 15 and also that the Administration Assistant III position be reclassified to the proposed License Enforcement Inspector at salary grade 15. (cost for balance of FY2007 would be \$569.10 assuming position filled on March 19, 2007.)
Gentlemen, what is your pleasure?
7. Communication from Virginia Lamberton, Human Resources Director, recommending the establishment of a new class specification of Business Administrator at salary grade 20 and the reclassification of the Business Service Officer position at the Fire Department.
Gentlemen, what is your pleasure?

8. Communication from Virginia Lamberton, Human Resources Director, informing the Committee of a request to reclassify the Assistant Fire Chief position to a third Deputy Fire Chief position and noting that in her opinion the reclassification is not advisable.

Gentlemen, what is your pleasure?

9. Communication from Virginia Lamberton, Human Resources Director, recommending the establishment of a full-time temporary Administrative Assistant I position to provide support services for the domestic violence projects located in the Manchester District Court.
(Note: annual salary is \$26,376 funded 100% through a NH Department of Justice STOP block grant.)

Gentlemen, what is your pleasure?

10. Communication from Virginia Lamberton, Human Resources Director, recommending the establishment of a Parking Shift Supervisor class specification at grade 15, salary range \$32,311 to \$46,068 and approval update Cashier, Custodian and Security class specifications.

Gentlemen, what is your pleasure?

TABLED ITEM

A motion is in order to remove the following item from the table for discussion.

11. Communication from Virginia Lamberton, Human Resources Director, requesting that the Grants Coordinator position be reclassified to a new title of VISTA Project Administrator, salary grade 20.
(Tabled 10/03/2006)
12. If there is no further business, a motion is in order to adjourn.



CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065
www.ManchesterNH.gov



January 26, 2007

Alderman Ted Gatsas, Chairperson
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request for Reclassification

Dear Alderman Gatsas and Members of the Committee:

On behalf of the City Clerk's Office, I am requesting the reclassification of an Administrative Assistant III position, salary grade 14, to License Enforcement Inspector, salary grade 15. The cost for this reclassification is \$569.10 for the balance of the fiscal year assuming the position is filled on March 19, 2007.

This position reports to the Deputy Clerk Licensing and Facilities. For the past several months, we have been recruiting to fill the Administrative Assistant position. When candidates come for the interview and the actual duties of the position are described to them, they are no longer interested in accepting the position. Therefore, it became evident that the title and description of the position were inconsistent with reality and we determined that it would be appropriate to review the position for the purposes of reclassifying it to reflect the actual duties.

Currently there is a class specification for License Enforcement Inspector. It is set at a salary grade 17. That class specification has not been utilized in several years. Some of the duties that were assigned to that class specification have been assigned to the Deputy Clerk Licensing and Facilities. If you will refer to the attached class specification, you will note that we have underlined the duties that are no long required for a License Enforcement Inspector. We have put new duties in the class specification in bold that reflect what the duties are for this position.

Since higher level duties have been removed from the class specification, the position can no longer support a salary grade 17. Therefore, I am requesting that the proposed class specification for License Enforcement Inspector be approved at a salary grade fifteen (15). I am also requesting that the Administrative Assistant III position be reclassified to the proposed License Enforcement Inspector at salary grade 15.

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Alderman Ted Gatsas

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January 26, 2007

The proposed class specification for the License Enforcement Inspector is attached to this letter for your review and consideration.

Your favorable approval of these requests would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton
Human Resources Director

Attachment

Cc: City Clerk

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City of Manchester New Hampshire

In the year Two Thousand and

Seven

AN ORDINANCE

"Amending Sections 33.025 and 33.026 (License Enforcement Inspector) of the Code of Ordinances of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Reclassify License Enforcement Inspector, Class Code 1180, from Grade 17 to Grade 15 **non-exempt**

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Reclassify class specification, License Enforcement Inspector, Class Code 1180 (see attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

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Draft



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	License Enforcement Inspector
Class Code Number	1180-15

General Statement of Duties

Performs inspection, enforcement and administrative support functions in the area of business licensing within the City Clerk's office; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure all business licensing standards are adhered to. The work is performed under the supervision and direction of the License Enforcement and Elections Manager Deputy Clerk of Licensing and Enforcement but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of administrative support staff. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business owners and proprietors and the public. The principal duties of this class are performed in both a general office environment and at various inspection sites throughout the City.

Examples of Essential Work (illustrative only)

- Coordinates the application, issuance and enforcement of licensing activities;
- Investigates complaints relative to business licensing regulations, documents evidence found and takes actions under applicable guidelines to resolve the situation as warranted;
- Advises business owners and the public on the operations and interpretation of licensing activities;

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- Prepares information for and gives testimony in court;
- Places appropriate seals on devices and/or licenses as required;
- Reviews and approves or denies all taxicab license applications;
- Coordinates the set-up of election sites City-wide through ensuring all equipment is in place, securing voting machines and ballots after the election and registering voters as assigned;
- **Performs clerical duties for Enforcement Bureau and other superiors as assigned;**
- **Prepares correspondences, reports, lists and other documents as instructed and requested by designated personnel;**
- **Interprets and applies Departmental or office rules, policies and regulations in accordance with procedures and guidelines;**
- **May be required to transcribe or prepare letters, minutes, reports, statements, memoranda, resolutions, budgets financial and statistical tables;**
- **Prepares special reports as required;**
- **Answers department telephone calls, receives and greets visitors to the Department and provides accurate information to or refers callers and visitors to other appropriate Departments or City personnel;**
- **Listens to and directs comments and complaints from the public relating to enforcement/licensing operations and takes appropriate action to resolve and refer such complaints;**
- Maintains thorough and accurate documentation of inspection activities;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Thorough knowledge of current principles and practices associated with business licensing procedures within a municipality;
 - Thorough knowledge of modern office procedures;
 - Substantial knowledge of elections procedures;
 - Ability to performs inspection based on established City criteria for licensing requirements;
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- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Thorough knowledge of modern office procedures, practices and equipment;
- Thorough knowledge of modern office filing systems and procedures;
- Ability to work in a confidential work environment;
- Ability to learn City policies and Departmental rules, procedures, practices and objectives;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involving City activities or policies;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associate's Degree in Public Administration, Business Administration or a closely related field; and
- Some experience in related operations **Three years experience in sales, cold calling, inspecting or related type of work experience; or**
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Maintenance of **Must pass exam to attain certification in drug and alcohol testing during probationary period. Must maintain certification for duration of employment as a License Enforcement Inspector.**
 - **May be required to work nights and weekends.**
- h

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor conditions during on-site inspections;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: _____ Date: _____

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CITY OF MANCHESTER

Human Resources Department

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Manchester, New Hampshire 03101
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November 7, 2006

Alderman Ted Gatsas, Chairperson
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Business Service Officer, Fire Department

Dear Alderman Gatsas and Members of the Committee:

In July, the long term incumbent of the Business Service Officer position at the Fire Department retired. As per the Boards instructions several years ago, when a higher level position is vacated, my office performs a desk audit to ensure that the position is properly classified and has an appropriate salary grade. Therefore, I asked the Fire Chief to have a position questionnaire completed to include all of the duties and responsibilities of the Business Service Officer position. In addition to that, I requested position questionnaires from the Police Department and the Parks Department. Last May I had received a position questionnaire from the Airport, so that was used for comparative purposes as well. The following reflects my analysis of the Business Service Officer position at the Fire Department as compared to the other positions at the other departments.

All of the Business Service Officer incumbents have responsibility for doing budgets. At smaller departments, the Administrative Service Managers (salary grade 16) have this responsibility as well. All of the incumbents receive salary projections from Human Resources. All of the incumbents verify the numbers that are sent to them and make corrections as necessary. As the budget process continues, there is a variance in what is required. These differences set the tone for the level of accounting that is needed in order to provide the department head with a budget

Another major difference is whether or not the incumbents are required to utilize Generally Accepted Accounting Principles (GAAP). The incumbents at the Police, Parks and Airport Departments all use GAAP. Each of the incumbents has complex financial statements that each of them develop on spread sheets to demonstrate to the Department Head how things are evolving during the fiscal year. Each of those statements, provides the Department Head with cost analysis as to where they may be running into problems financially and where they are doing well. The City's financial data base will provide you with year to date expenditures, encumbrances, and the percentage of funds that remain for the fiscal year. The incumbents at Parks, Police and Airport provide their Department Heads with a higher level of information independent of the City's financial system.

The Fire Department, Police Department and the Parks Department all have grants. The purpose to those grants varies from department to department. Some of the grants pay for positions, others provide a reimbursement for salaries or portions thereof. Others provide for equipment, resources, programs, etc. etc. The reports for the grants are each different, but pretty much at the same level of responsibility.

The Police Department employs a Financial Analyst I whose primary responsibility is to do salary analysis. That is due to the complexity of the departments salary lines. There is also a full time position at the Police Department that is responsible for scheduling the extra details. Over two million dollars goes through this position with a portion going to the City as revenue. In addition to that, there is the overtime and other special duty pays. The Parks Department employs a significant number of seasonal employees. The funding for these positions is a mix of enterprise funds and general funds. The BSO maintains spread sheets to keep track of the different funding sources. He has to figure the number of hours that are left to continue seasonal help during the different seasons. Then he notifies the division manager with that information to ensure that there is not over spending in those salary accounts. The Fire Department BSO prepares reports for the Chief regarding overtime. In addition to that, the BSO does the scheduling for uncommitted Firefighters to cover for sick and vacation time to minimize overtime expenses. The incumbent then prepares reports that identify the trends and affects of sick, single shift vacation, bereavement and military leave. This is a cumbersome task but is not the same as the analysis that is done for the Parks or Police Departments.

There are other duties that are peculiar to each Business Service Officer. It would be my opinion that those duties are more complex at the Parks Department and the Police Department. Therefore I would recommend that the Business Service Officer at the Fire Department be reclassified to reflect the level of duties and responsibilities that are assigned to that position. I am recommending that the Board approve a new class specification to be called Business Administrator, at a salary grade 20. I am attaching a copy of the proposed class specification for your review and approval.

I would be happy to answer any additional questions that you may have.

Your favorable approval to establish the new classification of Business Administrator and reclassify the Business Service Officer position at the Fire Department would be greatly appreciated.

Respectfully submitted,



Virginia A. Lamberton
Human Resources Director

Attachment

Cc: Chief Kane
Chief Jaskolka
Director Ludwig

City of Manchester
New Hampshire

In the year Two Thousand and Six

AN ORDINANCE

“Amending Sections 33.024, 33.025, & 33.026 (Business Administrator) of the Code of Ordinances of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITIONS be amended as follows:

Establish Business Administrator, Class Code 9226

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Establish Business Administrator, Grade 20

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows

Establish Business Administrator, Grade 20, exempt, (see attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

DRAFT

City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Business Administrator
Class Code Number	9226-20

General Statement of Duties

To coordinate and integrate a variety of business activities, including fiscal, budgetary, human resources for the Fire Department.

Distinguishing Features of the Class

The principal function of an employee in this class is to work under the direct supervision of the Fire Chief in order to provide the Chief with budget information, overtime reports, uncommitted personnel reports, and other reports as assigned. Leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of employees in the administrative work unit of the Department. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, elected City officials, union representative, contractors, the general public and others as required. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (illustrative only)

- Coordinates the preparation of the department budget;
- Monitors business operations by reviewing computer reports and making recommendation for changes to departmental administrators;
- Monitors and reviews a variety of periodic financial reports to include accounts payable, accounts receivable, payroll, overtime reports, etc.
- Responsible for scheduling of uncommitted Firefighters to cover for sick and vacation time to minimize overtime expenses;

- Prepares reports that identify the trends and affects of sick absences, single shift vacation, bereavement and military leave;
- Interfaces with Public Building Services for repair work;
- Contacts vendors to price out repairs and other potential costs;
- Works with Division Chiefs in the preparation of grants;
- Keeps records once grants are obtained;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Knowledge of the principles, methods and techniques of business management;
- Knowledge of public administration including budget preparation, human resource management, purchasing and general accounting activities;
- Knowledge of Ordinances, City Policies/procedures, established human resource rules and regulations, and collective bargaining agreements;
- Thorough knowledge of computer information systems used by department;
- Ability to prepare reports and records.
- Ability to evaluate departmental needs in the development and implementation of the departmental budget;
- Ability to supervise, train and evaluate the work of others;
- Ability to effectively deal with difficult people in diplomatic and professional manner;
- Ability to handle confidential and administrative information with tact and discretion;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree in a business administration, accounting, public administration or a related field; and
- Three years of experience in accounting or business administration, including one year of supervisory or administrative experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: _____ Date: _____

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CITY OF MANCHESTER

Human Resources Department

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December 22, 2006

Alderman Ted Gatsas, Chairperson
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request for Reclassification

Dear Alderman Gatsas and Members of the Committee:

Chief Joe Kane has sent me a letter indicating that the Mayor has mandated that he reclassify the Assistant Fire Chief position to that of a third Deputy Fire Chief. (copy attached)

Therefore, I am sending the request along to you and the Committee.

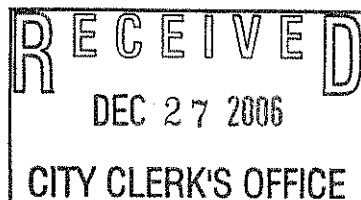
From a Human Resource perspective, it would be my opinion that this is not advisable. When you have a para-military structure, it is common to have a commander in charge and a second person in charge beneath the commander. Having three people second in command can cause confusion particularly in an emergency when the Chief is not available. Further, when all is said and done, one of the three incumbents will end up functioning as the Assistant Chief without the appropriate level of compensation. Case in point is our Police Department. Although there are three deputies, the Deputy Chief in charge of Administration is looked upon whenever the Police Chief is not available. That position is paid the same as the other two Deputies, but in reality by default, assumes a higher level of responsibility.

None the less, it is the will of the Committee and the full Board of Aldermen to make this decision.

Respectfully submitted,

Virginia A. Lamberton
Human Resources Director

Attachment





City of Manchester Fire Department

100 Merrimack Street • Manchester, NH 03101-2208

(603) 669-2256 Business • (603) 669-7707 Fax

www.ci.manchester.nh.us

Joseph P. Kane
Chief of Department

20 December 2006

Ms. Virginia Lamberton, Director
Human Resources Department
1 City Hall Plaza
Manchester, NH 03101

Re: Vacant Positions

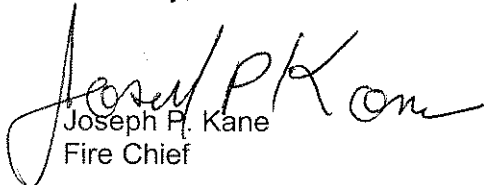
Dear Ms. Lamberton,

On 15 December 2006 Mayor Guinta mandated that the organizational structure of the fire department be changed to eliminate the position of Assistant Fire Chief and be replaced with the position of Deputy Fire Chief. Doing so would require a change in the job description and a subsequent ordinance change.

Please make the necessary arrangements to modify the Assistant Chief's job description to comply with this request.

Please contact me if you wish to discuss these issues at greater length.

Sincerely,


Joseph P. Kane
Fire Chief

Fire/Ambulance Emergency 9-1-1

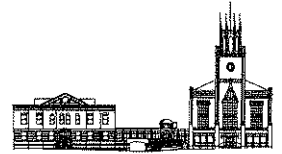




CITY OF MANCHESTER

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December 11, 2006

Alderman Ted Gatsas, Chairperson
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request for New Position, Police Department

Dear Alderman Gatsas and Members of the Committee:

The Police Department has been awarded a grant from the New Hampshire Department of Justice. The grant is funded by the Services, Training, Officers and Prosecutor's (STOP) block grant.

The Police Department has requested the authorization to establish a full time temporary Administrative Assistant I position to provide support services for the domestic violence project which is located in the Manchester District Court. This position will be answering the phone, data entry, filing, setting up files, photo copying, sending and receiving mail, assisting the public as they walk in and other duties as assigned.

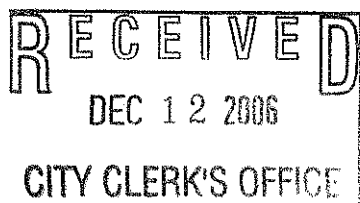
The grant provides 100% funding for this position's salary and benefits. The position is of limited duration.

I am attaching a copy of the Administrative Assistant class specification for your information. The annual salary for this position is \$26,376. The City will not be expending any funds for this position.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton
Human Resources Director



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City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Administrative Assistant I
Class Code Number	1050-12

General Statement of Duties

Performs a variety of general office clerical and administrative support duties; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide clerical support to key office personnel in addition to customer service to the public. The work is performed under the supervision and direction of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Office Assistant by a greater scope and depth of work, including responsibility for financial and/or specialized department or division records and interaction with key department or division personnel concerning technical program requirements. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business and community organizations and the public. The principal duties of this class are performed in a general office environment.

**Examples of Essential Work
(illustrative only)**

- Prepares correspondences, reports, lists and other documents as instructed and requested by designated office personnel;
- Interprets and applies departmental or office rules, policies and regulations in accordance with prescribed procedures and guidelines;
- Transcribes or prepares letters, minutes, reports, statements, grant applications, specifications, contracts, memoranda, notices, resolutions, budgets, financial and statistical tables, requisitions and other related materials, including confidential correspondences and reports;
- Copies, packages and distributes a variety of written materials as requested by other designated office personnel;
- Prepares special reports as required;
- Answers Department telephone calls, receives and greets visitors to the Department and provides information to or refers callers and visitors to other appropriate Departments or City personnel;
- Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested using traditional filing systems or databases as necessary;
- Processes accounts payable, accounts receivable and/or payroll as necessary;
- Handles and secures cash and checks;
- Screens visitors, telephone calls, faxes, mail and messages directed to office personnel;
- Listens to and directs comments and complaints from the public relating to department operations and takes appropriate action to resolve and refer such complaints;
- Requisitions supplies and materials for the Department as requested;
- Opens and distributes mail throughout the Department;
- Provides needed information and demonstrations concerning how to perform certain work tasks to other employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Notarizes important documents and receipts;
- Performs other directly related duties as required;

Required Knowledge, Skills and Abilities

(at time of appointment)

- Substantial knowledge of modern office procedures, practices and equipment;
- Substantial knowledge of modern office filing systems and procedures;
- Substantial knowledge of modern standard bookkeeping principles, practices and procedures;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involving City activities or policies;
- Ability in writing to prepare correspondences according to standard business practices;
- Ability to accurately type correspondences, reports and memorandum;
- Ability to complete financial processing procedures;
- Ability to learn City policies and Departmental rules, procedures, practices and objectives;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in general office operations including experience with public contact; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer, telephone and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function within the general office environment.

Approved by: _____ Date: _____



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January 30, 2007

Alderman Ted Gatsas, Chairperson
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request to Establish Class Specification
And Update Other Class Specifications

Dear Alderman Gatsas and Members of the Committee:

Brandy Stanley, Parking Manager, has been working with the Traffic Committee to cancel the contract with National Garages for the management of Victory Garage. In that process, Brandy has requested that this office develop a class specification for a Parking Shift Supervisor as well as look at current class specification to see if they would "fit" into her organizational needs.

Therefore, we have developed a new class specification of Parking Shift Supervisor which would be set at a salary grade fifteen (15). The salary range for this class specification would be \$32,311 to \$46,068. I am attaching a copy of the proposed class specification for your review and consideration.

Ms. Stanley is also proposing to utilize three other current class specifications if they can be amended to be generic. Those titles are Cashier, Custodian and Security Officer. With the deletion of some words and the addition of a limited number of words, we could easily utilize these class specifications in their current departments as well as the Division of Parking. For example, if you will refer to the Cashier class specification, you will note that if we eliminate the words ski lift, ski, ski area and season from the class specification, this will still meet the needs of Parks and will now also meet the needs of the Parking Division.

The current Security Officer class specification is actually not accurate any longer either. During the last budget process, two of the Security Officer positions were transferred from the City Clerk's Office to the Library. The class specifications should be changed to reflect this transfer anyway. If you approve removing the words City Clerk from the class specification and substituting the words superior or supervisor, this will continue to meet the needs of the City Clerk and the Library Director as well as the proposed position for the Parking Division.

The Custodian class specification needs to have two additional duties added to the Examples of Essential Work in order to meet the needs of the Parking Division. Therefore, if you will refer to

January 29, 2007

the second page of the document, you will note that two new bullets are proposed as possible duties for any custodian and are likely already applicable in certain positions. The addition of these duties will not have any affect on the labor grade that is currently assigned to these positions.

I am attaching copies of all four class specifications for your review and approval. The current class specifications, Cashier, Custodian and Security, have the words to be deleted in bold and underlined. The new words are in bold and are in italics.

If you have any questions regarding this proposal, I would be happy to answer them.

Your approval of these proposed changes and a new class specification would be greatly appreciated.

Respectfully submitted,



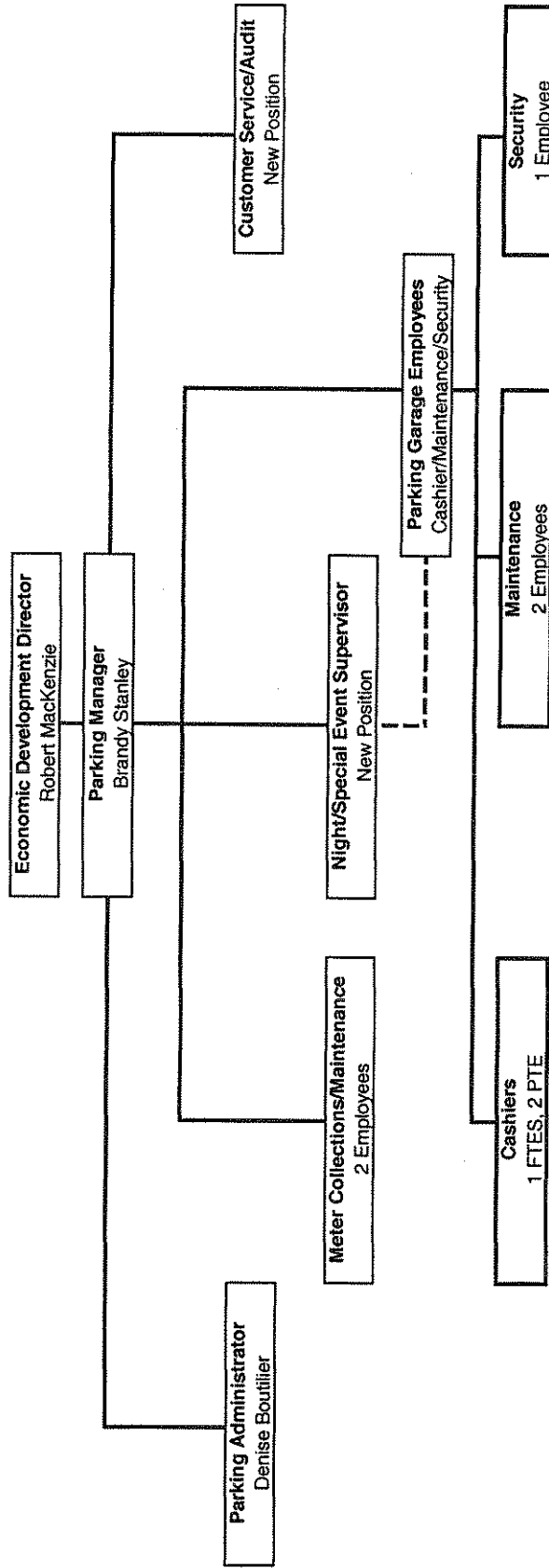
Virginia A. Lamberton
Human Resources Director

Cc: Brandy Stanley

Attachments

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City of Manchester, Parking Division Organizational Chart



Employee	Class Code	Pay Grade
Cashier	6100	9
Maintenanc	5000	8
Security	1247	12
Supervisor	TBD	15 Suggested
Customer	1040	13

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City of Manchester New Hampshire

In the year Two Thousand and Seven

AN ORDINANCE

"Amending Sections 33.024, 33.025, & 33.026 (Parking Shift Supervisor) of the Code of Ordinances of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITIONS be amended as follows:

Establish Parking Shift Supervisor, Class Code 5292

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Establish Parking Shift Supervisor, Class Code 5292, Grade 15

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows

Establish Parking Shift Supervisor, Class Code 5292, Grade 15, **non-exempt**

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

DRAFT

City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Parking Shift Supervisor
Class Code Number	5292-15

General Statement of Duties

Supervises all municipal parking operations during evenings and weekends; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this job is to ensure the safe and efficient operation of all municipal parking operations. The work is performed under the supervision of the Parking Manager, but considerable leeway is granted for the exercise of independent judgement and initiative. An employee in this class represents Parking Management on an assigned shift, in resolving issues and providing assistance to the public, employees and contractors. An employee in this class directs the work of all Parking division employees while on duty. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other employees, law enforcement, contractors and the general public. The principal duties of this class are performed throughout the parking facilities, often in extreme weather conditions.

Examples of Essential Work (illustrative only)

- Monitors the activities of all Parking division employees while on duty;
- Participates in the performance evaluation of other staff within the department;
- Monitors parking operations, construction, security and maintenance activities on municipal parking facilities for compliance with Parking Division rules and regulations;

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- Addresses issues from employees, users and the general public and others as required;
- Monitors special event operations;
- Repairs parking meters and parking control equipment;
- Ensure adherence with Parking division procedures in both normal and emergency situations;
- Prepares detailed reports, correspondence and notices;
- Enforces Parking Division rules and regulations;
- Initiates and monitors snow and ice removal activities;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Ability to make decisions in emergency situations;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Considerable experience in customer service of which at least two years must have been in a supervisory position; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Must possess a New Hampshire driver's license or have access to transportation;
- On call status

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to use a range of arm movements necessary to repair parking meters and parking control equipment and operate a personal computer, telephone and related equipment, operate a vehicle, operate hand tools and lift and carry parking meters, coin bags and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: _____ Date: _____

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City of Manchester New Hampshire

In the year Two Thousand and Seven

AN ORDINANCE

“Amending Section 33.026 (Cashier, Custodian, & Security Officer) of the Code of Ordinance of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Change class specification, Security Officer, Class Code 1247 (see attached)

Change class specification, Custodian, Class Code 5000 (see attached)

Change class specification, Cashier, Class Code 6100 (see attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

Proposed Update



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Cashier
Class Code Number	6100-9

General Statement of Duties

Performs varied cash handling and clerical duties, involving receiving, disbursing and accounting for funds; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to sell ski lift tickets and season passes to the general public. The work is performed under the supervision and direction of an assigned supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with supervisors, other City employees and the public. The principal duties of this class are performed in a public service or general office environment.

Examples of Essential Work (illustrative only)

- Operates cash register to compute and record total sales for ski lift tickets and season passes;
- Collects cash, check, or charge payment from customers and makes change for cash transactions;
- Counts money in cash drawer at beginning and end of work shift;
- Keeps daily account balances of cash received and tickets sold;

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- Performs various clerical tasks, including answering phones, sorting, filing, typing and simple record keeping;
- Answers questions concerning rates, schedules, and ski conditions, and gives information to the public regarding ski area activities;
- Provides needed information and demonstrations concerning how to perform certain work tasks to other employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, and internal training sessions to become or remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties as required;

Required Knowledge, Skills and Abilities
(at time of appointment)

- Some knowledge of modern office procedures, practices and equipment;
- Some knowledge of modern office filing systems and procedures;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involving ski lift activities or policies;
- Ability to operate cash register;
- Ability to accurately complete reports;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some experience in general office operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

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Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer, telephone and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function within a general office environment.

Approved by: BMA Date: 5/16/00

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Update Draft



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Custodian
Class Code Number	5000-8

General Statement of Duties

Maintains municipal facilities and related grounds; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure a clean, orderly, safe and pleasant public environment. The work is performed under the direct supervision of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in municipal buildings involving the use of several cleaning agents and chemicals which must be handled with care.

Examples of Essential Work (illustrative only)

- Performs custodial duties on municipal facilities, including cleaning all rooms within a facility, sweeping floors, washing windows and ledges, cleaning bathrooms and all related components;
- Operates several pieces of machinery associated with building maintenance operations;
- Strips, waxes and buffs all tile floor;
- Ensures all necessary areas are properly sanitized, (kitchen areas, bathrooms etc.), according to set policy and procedures for health standards;
- Wet mops restrooms, showers and tile floors;

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- Stocks all restrooms with needed supplies;
- Inventories and properly stores cleaning items and equipment;
- Informs supervisor of any supply needs;
- Identifies facility repair needs and informs supervisor;
- Monitors facilities on a regular basis and performs duties related to maintaining a clean environment, including picking up litter, cleaning up spills and all other spontaneous needs of a facility used by large numbers of people;
- Empties all trash;
- Performs general maintenance of building facilities, including replacing ceiling, baseboard tiles, light bulbs, windows and related building features;
- Monitors elevators, escalators and related pieces of equipment to ensure that all are functioning in a safe manner;
- *May be required to repair equipment;*
- *May be required to do painting;*
- Performs snow removal;
- Mows grass and trims shrubs around municipal buildings;
- Sets up rooms for special events;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities (at time of appointment)
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- Substantial knowledge of facilities maintenance operations and procedures;
- Substantial knowledge of all equipment and supplies related to facilities maintenance, including chemicals used for cleaning;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

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Acceptable Experience and Training

- Graduation from High School; and
- Some experience in custodial operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid New Hampshire driver's license.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform janitorial duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to use a range of arm movements necessary to complete cleaning duties;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various work sites throughout the municipal buildings.

Approved by: _____ Date: _____

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Draft Update



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Security Officer
Class Code Number	1247-12

General Statement of Duties

Performs patrol, investigative and related services to ensure the security, safety, and protection of employees, customers, and assets of the City; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure the security, safety, and protection of employees, customers, and assets of the City against injury, loss, or damage from any preventable cause. The work is performed under the supervision and direction of the City Clerk a supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that employees in this class establish and maintain effective working relationships with City employees, law enforcement personnel and the public. The principal duties of this class are performed both indoors and outdoors at assigned sites with exposure to inclement weather and unpredictable crisis situations.

Examples of Essential Work (illustrative only)

- Patrols all assigned areas and monitors activity to identify violations and takes appropriate actions, including rectifying the situation through a dialogue with all parties involved as warranted and/or notifying police when appropriate;
- Responds to calls and/or complaints from employees and customers, documenting statements, identifying unsafe or unlawful conditions and taking appropriate action;

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- Maintains a highly visible presence for the purpose of deterring crime;
- Maintains good public relations and provides an identifiable source for employees and customers to go to for assistance, guidance, protection and service;
- Performs a daily activity of public relations through speaking with employees and customers, responding to their needs, as needed;
- Informs the City Clerk *his/her supervisor* immediately of any situation which appears to be out of the ordinary;
- Performs security and safety checks;
- Produces documentation and give testimony in open court, as necessary;
- Provides support for Police Officers at the scene of an incident and remains aware of surroundings for other potential problems;
- Responds to alarms within respective facility;
- Maintains an awareness of any emergency situation including fires and natural disasters, and contacts the appropriate agency or City department;
- Completes thorough and accurate reports of all incidents and completes special reports for the City Clerk *his/her supervisor* as requested;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps the City Clerk *his/her supervisor* and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to customers questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Some knowledge of applicable local, State and Federal laws;
 - Some knowledge of current security practices and methods;
 - Ability to work in situations involving employees, customers and to make quick decisions which secure the safety of all individuals involved;
 - Ability to use good judgement;
 - Ability to establish facts, draw conclusions, and solve practical problems;
 - Ability to work with people and secure their cooperation without the use of violence;
 - Ability to perform investigations, question witnesses and prepare written reports;
 - Ability to quickly learn applicable City policies, procedures, and ordinances;
 - Ability to perform or learn basic first aid procedures;
 - Ability to perform duties in a professional manner and appearance;
- 10

- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some related public service experience *preferably in security or law enforcement* ; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Ability to pass a background check.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe activities in the course of security duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate cell phones, radios and related equipment to respond to requests for assistance;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to accomplish the assigned tasks.

Approved by: BMA Date: 11/14/01

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CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065
www.ManchesterNH.gov



September 27, 2006

Alderman Ted Gatsas, Chairperson
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request to Establish New Class Specification
And Reclassify Existing Position

Dear Alderman Gatsas and Members of the Committee:

The City of Manchester has received a Grant Award and accepted federal funds from the Corporation for National And Community Service for the AmeriCorps VISTA Program. Dennis Hebert has been assigned the responsibility for administering this important program.

Currently, Mr. Hebert is classified as a Grants Coordinator, class code 9231, salary grade 18. The new responsibilities now necessitate that the position he occupies be reclassified to reflect his new duties and responsibilities. Therefore, we have drafted a new class specification to reflect his new duties. The proposed title for the class specification is VISTA Project Administrator. An analysis of the level of the duties and responsibilities assigned to this position warrant a salary grade twenty (20). Therefore, I am requesting that the Grants Coordinator position be reclassified to a new title of VISTA Project Administrator be established at a salary grade twenty (20).

I am attaching a copy of the class specification for your review and comments.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton
Human Resources Director

Attachment

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City of Manchester New Hampshire

In the year Two Thousand and six

AN ORDINANCE

"Amending Sections 33.024, 33.025 & 33.026 (VISTA Project Administrator) of the Code of Ordinance of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITION be amended as follows:

Reclassify Grants Coordinator, Class Code 9231 to VISTA Project Administrator, Class Code 1011

SECTION 33.025 COMPENSATION OF POSITION be amended as follows:

Reclassify Grants Coordinator, Class Code 9231, Grade 18, to VISTA Project Administrator, Class Code 1011, Grade 20 exempt

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Reclassify Grants Coordinator, Class Code 9231, to VISTA Project Administrator, Class Code 1011, exempt (See attached).

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

DRAFT

City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	VISTA Project Administrator
Class Code Number	1001-20

General Statement of Duties

Plans, organizes and administers the operations and activities of the Manchester VISTA Project; performs related work as required.

Distinguishing Features of the Class

The principle function of an employee in this class is to provide administrative oversight to all operations and activities of the Manchester VISTA Project. The work is performed under the supervision and direction of a superior, but extensive leeway is granted for the exercise of independent judgement and initiative. Indirect supervision is exercised over the responsibilities of all Manchester VISTA Project program sites and program site supervisors. Direct supervision is provided for the BISTA Leader and all Manchester VISTA Project members. The nature of the work performed requires that an employee in this class establish and maintain effective working relationship with the Mayor, Board of Aldermen, Corporation for National and Community Service, City departments, community non-profit agencies, business and community groups, other State and Federal officials and the media. The principle duties of this class are performed in a general office setting.

Examples of Essential Work (illustrative only)

- Plans, organizes, administers and evaluates the work of the VISTA Leader and all Manchester VISTA Project members in implementing the expressed goals, policies and

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directives of the Corporation for National and Community Service, Mayor and Aldermen, Federal and State regulatory agencies;

- Develops policies and procedures designed to increase the efficiency and effectiveness of the Manchester VISTA Project in addressing the poverty-related needs of the Manchester area;
- Maintains and develops relationships with local, State and national Corporation for National and Community Service staff.
- Develops and oversees program media, outreach and public relations strategies;
- Designs monitoring and reporting mechanisms to track implementation of policies and elicit specific recommendations for improvement of the VISTA Project Operations;
- Recommends any major shift in policies or procedures for future developments;
- Participates in various aspects of personnel administration within the VISTA project to include hiring, termination, grievance procedures and coordination of VISTA member training;
- Serves as the chief spokesperson for the VISTA Project;
- Performs special projects for the VISTA as assigned;
- Provides information and demonstrations concerning how to perform certain work tasks to new VISTA members in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Comprehensive knowledge of AmeriCorps*VISTA Program management, including development and implementation of policies and procedures involving every aspect of administering the VISTA Project;
 - Comprehensive knowledge of all Federal regulations regarding the establishment of the Manchester VISTA Project;
 - Comprehensive knowledge of the program needs of Manchester's needy and vulnerable populations;
 - Comprehensive knowledge of Federal, State and local government operations and procedures;
 - Comprehensive knowledge of marketing the AmeriCorps*VISTA and the Manchester VISTA Project;
 - Comprehensive knowledge of current principles and practices of public and business administration;
- //

- Comprehensive knowledge of budgetary principles;
- Comprehensive knowledge of AmeriCorps VISTA Program regulations;
- Ability to supervise, train, evaluate and lead the work of others;
- Ability to coordinate with the diverse and complex activities of a City departmental programming;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree in Political Science, Public Administration, Business Management or a related field; and
- Extensive experience in the management of a governmental and/or non-profit entity.

Required Special Qualifications

- Possession of a NH driver's license or access to transportation.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;

- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: _____ Date: _____



CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101
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September 27, 2006

Alderman Ted Gatsas, Chairperson
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City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request to Establish New Class Specification
And Reclassify Existing Position

Dear Alderman Gatsas and Members of the Committee:

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Currently, Mr. Hebert is classified as a Grants Coordinator, class code 9231, salary grade 18. The new responsibilities now necessitate that the position he occupies be reclassified to reflect his new duties and responsibilities. Therefore, we have drafted a new class specification to reflect his new duties. The proposed title for the class specification is VISTA Project Administrator. An analysis of the level of the duties and responsibilities assigned to this position warrant a salary grade twenty (20). Therefore, I am requesting that the Grants Coordinator position be reclassified to a new title of VISTA Project Administrator be established at a salary grade twenty (20).

I am attaching a copy of the class specification for your review and comments.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton
Human Resources Director

Attachment